

Contact Person's Name Patrick Cafferty and Phone Number: (617)536-5400 ext. 398

16. "Site Specific" Services: Internal connections not shared by multiple schools or libraries and dedicated ("private line") connections from only one school or library to an ISP or other end-user.

(1)	(2)	CONTRACT			(6)	(7)	Amount (See instructions about rounding)			(11)	(12)
SLC Number of Service Provider (Obtain from Service Provider)	Universal Service Control Number for Form 470 on which this is based	(3) Contract Number (if applicable)	(4) Award Date	(5) Expira- tion Date	Services or Products	Service Start Date	(8) Estimated One Time Pre-discount Cost	(9) Estimated Monthly Pre-discount Cost	(10) Estimated Total Annual Pre- discount Cost	Percent- age Dis- count (from Item 14)	School or Library Code (Listed on website)
143009251	Copley Square				Dedicated Services						
	53837000011 1495	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$302,715.00		\$302,715.00	90%	
143009251	Adams Branch				Dedicated Services						
	53837000011 1495	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$14,078.00		\$14,078.00	90%	
					Dedicated Services						
					Internal Connections						
143009251	Brighton Branch				Dedicated Services						
	53837000011 1495	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$14,548.00		\$14,548.00	90%	
143009251	Charlestown Branch				Dedicated Services						
	53837000011 1495	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$13,608.00		\$13,608.00	90%	

Contact Person's Name: Patrick Cafferty and Phone Number: (617) 536-5400 ext. 398

16. "Site Specific" Services: Internal connections not shared by multiple schools or libraries and dedicated ("private line") connections from only one school or library to an ISP or other end-user.

(1)	(2)	CONTRACT			(6)	(7)	Amount (See instructions about rounding)			(11)	(12)
SLC Number of Service Provider (Obtain from Service Provider)	Universal Service Control Number for Form 470 on which this is based	(3) Contract Number (if applicable)	(4) Award Date	(5) Expira- tion Date	Services or Products	Service Start Date	(8) Estimated One Time Pre-discount Cost	(9) Estimated Monthly Pre- discount Cost	(10) Estimated Total Annual Pre- discount Cost	Percent- age Dis- count (from Item 14)	School or Library Code (Listed on website)
143009251	538370000111495										
Shared Technologies Fair	Codman Sq.	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$15,539.00		\$15,539.00	90.00%	
143009251	538370000111495										
Shared Technologies Fair	Connolly	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$14,078.00		\$14,078.00	90.00%	
143009251	538370000111495										
Shared Technologies Fair	Dudley	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$15,083.00		\$15,083.00	90.00%	
143009251	538370000111495										
Shared Technologies Fair	East Boston	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$13,730.00		\$13,730.00	90.00%	
143009251	538370000111495										
Shared Technologies Fair	Egleston	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$12,620.00		\$12,620.00	90.00%	
143009251	538370000111495										
Shared Technologies Fair	Faneuil	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$13,608.00		\$13,608.00	90.00%	
143009251	538370000111495										
Shared Technologies Fair	Fields Corner	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$13,608.00		\$13,608.00	90.00%	
143009251	538370000111495										
Shared Technologies Fair	Grove Hall	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$14,077.00		\$14,077.00	90.00%	
143009251	538370000111495										
Shared Technologies Fair	Hyde Park	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$10,178.00		\$10,178.00	90.00%	
143009251	538370000111495										
Shared Technologies Fair	Jamaica Plain	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$13,008.00		\$13,008.00	90.00%	
143009251	538370000111495										
Shared Technologies Fair	Kirstein	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$18,070.00		\$18,070.00	90.00%	
143009251	538370000111495										
Shared Technologies Fair	Lower Mills	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$13,608.00		\$13,608.00	90.00%	
143009251	538370000111495										
Shared Technologies Fair	Mattapan	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$13,608.00		\$13,608.00	90.00%	
143009251	538370000111495										
Shared Technologies Fair	North End	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$13,608.00		\$13,608.00	90.00%	
143009251	538370000111495										
Shared Technologies Fair	Orient Heights	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$12,191.00		\$12,191.00	90.00%	
143009251	538370000111495										
Shared Technologies Fair	Parker Hill	1000-00	03/29/99	06/30/00	Internal Connections	07/01/99	\$13,608.00		\$13,608.00	90.00%	

Contact Person's Name: Patrick Cafferty and Phone Number: (617) 536-5400 ext. 398

16. "Site Specific" Services: Internal connections not shared by multiple schools or libraries and dedicated ("private line") connections from only one school or library to an ISP or other end-user.

[illegible]

Contact Name Patrick Cafferty_____

Contact Telephone Number (617) 536-55400 ext 398_____

Page _1_ of _1_ (Total Grid Pages)

Schools and Libraries Universal Service Program Form 471 Pre-Discount Cost Calculation Optional Grid

Please read instructions before completing

(To be completed by Schools, Libraries, or Consortia)

Block A: General Information

1. Name of Applicant Boston Public Library / Metro Boston Library Network	2. Universal Service Control Number (from 470 Application) 538370000111495
3a. SLC Service Provider Number (SPIN) if known, and Full Legal Name of your Service Provider 143009251 Shared Technologies FairChild Telecom Inc.	3b. Contract or Tariff Number (If Applicable -- from Item 15-16)
4. Shared Services: <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div style="width: 45%;"> Telecommunications Services <input type="checkbox"/> Internal Connections <input type="checkbox"/> Internet Access <input type="checkbox"/> </div> <div style="width: 45%;"> Site Specific Services: Internal Connections <input checked="" type="checkbox"/> Dedicated Services <input type="checkbox"/> </div> </div>	5. Average Discount Rate for Entities Receiving Services Listed Below in Block B (Per Column 11 of Items 15 or 16) <div style="text-align: right;">90%</div>

Block B: Services Ordered Information

6. Services & Products Ordered Details													
1	2	3	4	5	6	7	8	9	10	11	12	13	14
Account Information	Service Description	Quantity	One-Time Charges	One-Time Taxes and Surcharges	Unit Monthly Charges	Unit Monthly Taxes and Surcharges	Number of Months	Annual Amount of Monthly Charges	% Eligible Services and/or % Eligible Uses	% of Service/Product Used w/ Eligible Entities	Estimated Eligible Pre-Discount One-Time Charges	Total Annual Amount of Estimated Eligible Pre-Discount Monthly Charges	Estimated Eligible Pre-Discount Total Charges
a.	Telephone System		\$683,711.00						100	0	\$0.00	\$683,711.00	\$683,711.00
b.													
c.													
d.													
e.													
f.													
g.													
7. Total			\$683,711.00						100	0		\$683,711.00	\$683,711.00

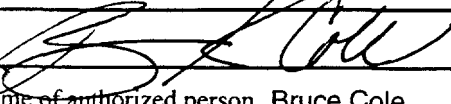
Attach this grid to your Form 471 application to support Block 5, Items 15 & 16 Columns 8-10 and Item 17.

17. ☒ Check this box to confirm that, for each service provider listed in 15 and 16, above, a list is attached (as an appendix to this form) of all of the services that each service provider is providing to the billed entity. Service providers should provide these lists on request.

18. a. Total dollars of support allocated for this application for the entire funding year (calculated by administrator)	
b. Amount of support set aside for this application for the first six months of the year (calculated by administrator)	
19. Provide the total estimated cost (pre-discount price) for the services you expect to order in the funding year following the one for which you are applying here. (This figure is not binding.)	\$450,000
20. Is your order solely for basic telephone service? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

Block 6: Certifications and Signature

21. The applicant is eligible for support because it includes: (Check one or both.)
- ☐ schools under the statutory definitions of elementary and secondary schools found in the Elementary and Secondary Education Act of 1965, 20 U.S.C. Secs. 8801(14) and (25), that do not operate as for-profit businesses and do not have endowments exceeding \$50 million; and/or
 - ☒ libraries or library consortia eligible for assistance from a state library administrative agency under the Library Services and Technology Act of 1996 that do not operate as for-profit businesses and whose budgets are completely separate from any schools', including, but not limited to, elementary and secondary schools, colleges, or universities.
22. The school(s) or library(ies) I represent have secured access to all of the resources, including computers, training, software, maintenance, and electrical connections necessary to make effective use of the services purchased as well as to pay the discounted charges for eligible services.
23. All of the individual schools, libraries, and library consortia listed above in items 15 and 16 are covered by:
- ☐ an individual; and/or
 - ☒ higher-level technology plan(s) for using the services requested in this application (if those services consist of other than voice services).
24. Status of technology plans (check one):
- ☒ Technology plan(s) has/have been approved; or
 - ☐ Technology plan(s) will be approved by a state or other authorized body; or
 - ☐ Technology plan(s) will be submitted to Schools and Libraries Corporation for approval.
25. I certify that the entities eligible for support that I am representing have complied with all applicable state and local laws regarding procurements of services for which support is being sought.
26. I certify that the services the applicant purchases at discounts provided by 47 U.S.C. Sec. 254 will be used solely for educational purposes and will not be sold, resold, or transferred in consideration for money or any other thing of value.
27. I understand that the discount level used for shared services is conditional, for future years, upon ensuring that the most disadvantaged schools and libraries that are treated as sharing in the service receive an appropriate share of benefits from those services.
28. I recognize that I may be audited pursuant to this application and will retain for five years any and all worksheets and other records that I rely upon to fill out this application.
29. I certify that I am authorized to submit this request on behalf of the above-named institution, that I have examined this request, and to the best of my knowledge, information, and belief, all statements of fact contained herein are true.

30. Signature 	31. Date <u>4/2/99</u>
32. Printed name of authorized person <u>Bruce Cole</u>	
33. Title or position of authorized person <u>Chief Financial Officer</u>	

Persons willfully making false statements on this form can be punished by fine or forfeiture, under the Communications Act, 47 U.S.C. Secs. 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. Sec. 1001.

NOTICE TO INDIVIDUALS: Section 54.504 of the Federal Communication Commission's rules requires all schools and libraries ordering services that are eligible for and seeking universal service discounts to file this Services Ordered and Certification Form (FCC Form 471) with the Universal Service Administrator 47 C.F.R. § 54.504. The collection of information stems from the Commission's authority under Section 254 of the Communications Act of 1934, as amended, 47 U.S.C. § 254. The data in the report will be used to ensure that schools and libraries comply with the competitive bidding requirement contained in 47 C.F.R. § 54.504. All schools and libraries planning to order services eligible for universal service discounts must file this form themselves or as part of a consortium.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

The FCC is authorized under the Communications Act of 1934, as amended, to collect the personal information we request in this form. We will use the information you provide to determine whether approving this application is in the public interest. If we believe there may be a violation of potential violation of a FCC statute, regulation, rule or order, your application may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing or implementing the statute, rule, regulation or order. In certain cases, the information in your application may be disclosed to the Department of Justice or a court or adjudicative body when (a) the FCC; or (b) any employee of the FCC; or (c) the United States Government, is a party of a proceeding before the body or has an interest in the proceeding:

If you owe a past due debt to the federal government, the taxpayer identification number (such as your social security number) and other information you provide may also be disclosed to the Department of the Treasury Financial Management Service, other federal agencies and/or your employer to offset your salary, IRS tax refund or other payments to collect that debt. The FCC may also provide this information to these agencies through the matching of computer records when authorized.

With the exception of your social security number, if you do not provide the information we request on the form, the FCC may delay processing of your application or may return your application without action.

The foregoing Notice is required by the Privacy Act of 1974, Pub. L. No. 93-579, December 31, 1974, 5 U.S.C. § 552, and the Paperwork Reduction Act of 1995, Pub. L. No. 104-13, 44 U.S.C. § 3501, *et seq.*

Public reporting burden for this collection of information is estimated to average 6 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, completing, and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the reporting burden to the Federal Communications Commission, Performance Evaluation and Records Management, Washington, D.C. 20554..

This form should be submitted to:

**SLC-Form 471
P.O. Box 7026
Lawrence, Kansas 66044-7026
1-888-203-8100**

If sent by express delivery services or U.S. Postal Service, Return Receipt Requested, the form should be mailed to:

**SLC-Form 471
c/o Ms. Smith
3833 Greenway Drive
Lawrence, Kansas 66046
1-888-203-8100**

C

November 9, 1999

Letter of Appeal
Schools and Libraries Division
Box 125-Correspondence Unit
100 S. Jefferson Road, Whippany, NJ 07981.

Reference: Boston Public Library/Metro Boston
Library Network, billed entity 149096, 471 application
number: 151107, funding requests: 0000264644

The Boston Public Library/Metro Boston Library Network (BPL) is respectfully requesting reconsideration of the Schools and Libraries Division's denial of funding for the funding requests listed above. This letter is in support of our appeal for full funding of these items.

JUSTIFICATION FOR APPEAL

Before going into detail on each item in the request I would like to present some general information about the BPL that will assist in understanding the request. The BPL is, by mandate of the Massachusetts General Court, the library of last resort for the entire Commonwealth of Massachusetts. This means that if citizens are unable to get the information they require at their local library they are entitled to look to the BPL for assistance and the BPL is obligated to respond. This means that the telephone system is a mission critical system, since most of these patrons the BPL must serve are from distant parts of the state. The BPL is a critical interchange on the information highway serving rural and inner city residents all over the state and the telephone is the vehicle of choice. Another major obligation on the BPL is to meet the information needs of the handicapped. Blind patrons have special information needs and the BPL, as mandated by the Americans with Disabilities Act, takes seriously its obligations to this group of patrons. Their mobility is often limited and the Internet is for all practical purposes inaccessible to them (we note with interest a recent suit by the American Federation of the Blind against American Online). Again, a telephone call to the BPL is a crucial tool for this underserved audience to meet their information needs.

The explanation for the denial of this funding request states "30% or more of this FRN includes an ineligible request for 4/5 of warranty, premium warranty, voice mail, years 2&3 maintenance and ACD." We respectfully suggest that this statement is in error on several grounds. First, the years two and three maintenance cost shown on the quote we provided you was an alternative to the 5 year warranty proposed by the vendor, Shared Technologies Fairchild. The BPS did not purchase this option. We purchased the 5-year warranty instead. Thus the year two and three maintenance should be removed from the calculation and we believe that this would result in being less than 30% of the total. Furthermore, as you can see the extended warranty which we purchased --\$41,525 at all locations for five years-- is much more cost effective than the year by year maintenance --\$83,715 at all locations for two years. Since maintenance is an eligible expense we saved the SLD considerable money as well saving more for the taxpayers of Boston. Contractual maintenance services are an eligible item and purchasing a five-year contract in advance is the most advantageous method of procuring the service.

The voice mail option purchased is to be used to provide public audio announcement boxes necessary for use in providing information and services to our blind patrons. These clients are largely excluded from the Internet revolution. Providing the ability to post audio information for these users is an important tool in meeting their needs. It would be discriminatory to deny this service.

The BPL purchased a call distribution software option that is necessary for the Telephone Reference Department in meeting the Library's responsibility of being the Library of Last Resort for the Commonwealth of Massachusetts. The description of ineligible services says "Call Sequencer: Not Eligible. Call Sequencer, also called Automatic Call Sequencer, which is a device or adjunct piece of equipment used with a PBX or key system to distribute incoming telephone calls among a select number of telephones or stations, or to answer incoming telephone calls and provide prerecorded announcements, is not eligible for discounts". The item included in our Funding Request is not a device or adjunct price of hardware. It is merely a software option that enhances the basic functions of a telephone switch. The SLD regulations consistently allow software options that perform functions where a dedicated piece of hardware would not be allowed. For instance firewall software as an add-on to a network server is allowed whereas a dedicated firewall would not be. The software that the BPL included in this funding request does not meet the ineligibility criteria defined by the SLD and should be therefore be allowed.

Lastly, even if the all the above items are held to be ineligible, which we hope will not be the case; they do not total more than 30% of the FRN. The remaining items should be approved. The costs of the three items identified in the denial explanation that were actually purchased and included in the funding request are show below. They total \$45,166, which is only 15% of the total \$302,715 in this funding request.

Item	Cost
Voice Mail / Public Announcement Boxes	\$34,332.00
ACD software package	\$4,882.00
Years 4&5 extended warranty – 2/5 of \$14,880	\$5,952.00
Total	\$45,166.00

Please do not hesitate to contact me if you have any questions, or need additional information to support our appeal.

Sincerely,



Respectfully submitted,

Patrick Cafferty

Systems Officer

Boston Public Library

(617) 536-5400, pcafferty@bpl.org

D



UNIVERSAL SERVICE
ADMINISTRATIVE CO.

SCHOOLS AND LIBRARIES DIVISION

Box 125 – Correspondence Unit
100 South Jefferson Road
Whippany, New Jersey 07981

Administrator's Decision on Appeal - Funding Year 1999-2000

May 4, 2000

Patrick Cafferty
Boston Public Library/Metro Boston
PO Box 286
Boston, MA 02117

Re: Billed Entity Number: 149096
 Application Number: 151107
 Funding Request Number(s): 264644
 Your Correspondence Dated: 9/9/99

After thorough review and investigation of your appeal, the Schools and Libraries Division (SLD) of the Universal Service Administrative Company has resolved your appeal seeking approval of additional discounts for the second program year. This letter addresses our decision concerning each Funding Request Number that was included in your letter of appeal for the Application Number cited above. If your letter of appeal addressed more than one Application Number, a separate letter will be issued to inform you of our decision on the appeal of each Application Number.

Funding Request Number: 264644
Decision on Appeal: Denied in full
Explanation:

Ineligible service - Your funding request included more than 30% of ineligible products/services which resulted in the denial of the entire amount of the FRN. Ineligibles include 4/5 of warranty (\$8,556.80), premium warranty (\$10,500), voicemail (\$34,332), yrs. 2 & 3 maintenance (\$83,715), ACD Abacus Standard Package (\$4,882).

If you feel further examination of your application is in order, you may file an appeal with the Federal Communications Commission, Office of the Secretary, 445 12th Street, SW, Room TW-A325, Washington, DC 20554. Before preparing and submitting your appeal, please be sure to review the FCC rules concerning the filing of an appeal of an Administrator's Decision, which are posted to the SLD Web Site at <www.sl.universalservice.org>. You must file your appeal with the FCC no later than 30 days from the date of the issuance of this letter, in order for your appeal to be timely filed.

You should now move ahead, if you haven't already done so, with your Form 486 and related post-commitment arrangements for services for which funds have been committed and services have begun to flow. We thank you for your continued support, patience, and cooperation during the appeal process.

Schools and Libraries Division
Universal Service Administrative Company

E

E

CC DOCKET NO. 96- 45¹

MISCELLANEOUS			
Bid Bond	A Bid is a bond, which is generally obtained by a vendor or contractor from a third party, that guarantees the terms of the contract or agreement are met. In the event of default or failure to meet the terms, the bond would be used to complete the contracted work.	No	459 460
Consulting Services	The cost associated with services provided by consultants retained to assist schools and libraries.	No	459 460
Direct Broadcast Satellite (DBS)	Direct Broadcast Satellite (DBS) is a digital system that uses satellite to transmit TV programs to its subscribers. The transmitted signals are received using individual roof top antennas. Program reception of the subscriber is limited to those channels broadcast by a specific provider.	No	431
Electronic Library	Searchable version of the reference and periodical sections of local public library. It indexes and archives magazine and newspaper articles, several encyclopedias, maps, books and television transcripts. Storage devices are not eligible for discount. See Internet content for additional information.	No	460 461
Finance Charges	Finance charges are those charges assessed by third party entities for loans to fund the lease or purchase of items that would normally be eligible for funding.	No	431 459 460
Freight Assurance Fees	Freight assurance fees are fees assessed to the purchaser for the guarantee of safe delivery to their premises of goods. More clearly stated it is shipping insurance. Freight assurance fees are eligible for discount.	Yes	459 460
Interest Charges	Interest charges are those charges assessed by third party entities for loans to fund the lease or purchase of items that would normally be eligible for funding. Interest charges are not eligible for discount.	No	431 459 460
Labor	The labor charges incurred for the installation and contractual maintenance of eligible Telecommunications Services, Internal Connections and Internet Access are eligible for discount. No personnel costs, fees or salaries incurred by schools and libraries are eligible for discounts. The Service Category used for labor should reflect the same service category of the product, or service being installed or maintained.	Yes	450 451 459 460
Leasing Fees	Leasing fees charged for the leasing of eligible services and products. Finance charges associated with leasing are not eligible.	Yes	459 460
Maintenance &	Installation, Labor and Maintenance Agreement (contract or	Conditional	450

CC DOCKET NO. 96- 45¹

Installation	tariff) fees -The charges incurred for the installation and contractual maintenance of eligible Telecommunications Services, Internal Connections and Internet Access are eligible for discount. No personnel costs, fees or salaries incurred by schools and libraries are eligible for discounts. The charges incurred for the maintenance and installation performed on eligible Telecommunications Services, Internal Connections and Internet Access on a time and material basis are eligible for discount. The Service Category used for Maintenance & Installation should reflect the Service Category of the product or service being installed or maintained. As an example, if the service being installed is a Telecommunications Service, then the installation should also reflect that same category, Telecommunications Service.		451 452 459 460
Metropolitan Area Network (MAN)	<p>Metropolitan Area Network (MAN) is a data network designed for a town or city. In terms of geographic breadth, MANs are larger than Local Area Networks (LANs) but smaller than Wide Area Networks (WANs). MANs are usually characterized by connections using fiber high-speed optic cable or other digital media. In terms of the "E-Rate" program, a MAN and WAN are considered the same</p> <p>The cost of purchasing MANs, as is the WAN, to provide Telecommunications Service is not eligible for support. However, schools and libraries are not precluded from receiving support for a metropolitan area network run over leased telephone lines because such an arrangement constitutes a Telecommunications Service.</p>	Conditional	458 Fourth Recon. Order 193 210
Per Diem	Per Diem is a dollar amount designated to a vendor for daily expenses such as lodging and food. It may or may not include travel time. It is eligible for funding if a contract with a vendor stipulates, or allows, for per diem. It is not eligible if it is not part of a contract or bid.	Conditional	450 451 459 460
Performance Bond	A Performance Bond is a bond, generally obtained by the vendor or contractor from a third party, that guarantees the terms of the contract or agreement are met. In the event of default or failure to meet the terms, the bond would be used to complete the contracted work.	No	459 460
Personnel Costs	Personnel costs for various eligible services incurred by an eligible entity are ineligible for discounts.	No	437

F



May 30, 2000

Mr. Bernard Margolis
President
Boston Public Library
Copley Square
Boston, MA 02116

Dear Bernard Margolis:

I am writing this letter on behalf of Shared Technologies Fairchild to verify the componet breakdown of the PBX system for the Main Library PBX at Copley Square.

- Wiring - \$114,905.00
- NEC 2400 PBX System - \$155,246.00
- Installation of PBX - \$2,868.00
- Warranty - 10,696.00

- Total of Equipment - \$302,715.00

Breakdown of above Equipment (makeup of PBX System):

- Voice Mail/Public Announcements Boxes = \$34,332.00
- ACD (Automatic Call Distribution) Software = \$4,882.00
- Years 4 & 5 of extended warranty = \$5,952.00

I hope this clarifies any issues or areas of confusion. If there are additional questions or comments you would like to discuss please do not hesitate to contact me at 781/830-2951. I look forward to working with you on this project as well as future opportunites.

Very Truly Yours,

John W. Faria

A handwritten signature in black ink, appearing to read "John W. Faria", written over a horizontal line.